



EMS LEADERSHIP ACADEMY

Basic Supervisory Practices

EMS System Management

Executive Development

Course information packet

Emergency Services Training Institute (ESTI)

The Texas Engineering Extension Service

The Texas A&M University System

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EMS Leadership Academy

The Emergency Services Training Institute (ESTI) a Division of the Texas Engineering Extension Service (TEEX) has developed a statewide EMS Leadership Academy. It is designed to provide EMS leadership training from the entry level, through the Executive level. As we begin our inaugural year, we are pleased to announce the development of two pilot programs.

Current Course Offerings

EMS Leadership: Basic Supervisory Skills:

Designed to standardize supervisory level instruction, courses provided through this process are designed to provide educational opportunities to Emergency Medical Services personnel throughout the state at the Basic, Operations and Executive command levels.

Course Overview

This course is designed as a certification level program, which will provide EMS personnel with the knowledge, tools, and skills needed to ensure effective and successful introduction into the supervisory ranks as they move through the ranks of EMS. Using a combination of traditional didactic modules supplemented with small group activities and individual assignments, students will navigate through a series of course experiences designed to replicate actual supervisory situations.

This entry level education is designed to lay a foundation for baseline information as well as to serve as a pre-requisite for admission into the EMS System Management Program.

The Basic Supervisory Practices Program, will, at a minimum, include modules that will address the areas of:

- Roles and responsibilities of effective supervisors.
- Learning how to develop effective cohesive teams.
- Understanding the process for making and justifying a budget request.
- Effectively organizing work and time
- Understanding the basic of communication.
- Resolving employee grievances and complaints
- Working with the Public

Intended Audience

The course is designed to assist a jurisdiction in developing an educated EMS management team capable of accepting and functioning as Field Supervisory staff. To facilitate this process, jurisdictions are encouraged to send personnel from emergency medical service organizations throughout the jurisdiction and surrounding areas that have been identified for movement into the supervisory ranks.

Minimum 20 Students - Maximum class enrollment – 30

This is an entry level program primarily intended for first line supervisory staff and those who may fill those positions in the future. There are no prerequisites for this class.

EMS Leadership: EMS System Management:

Course Overview

Designed as the second component of the EMS Leadership Academy Program, this course is designed to provide front line EMS Supervisory personnel with the knowledge, tools, and skills needed to ensure effective and successful integration into mid-level management positions during professional advancement through the ranks of EMS. Using a combination of traditional didactic modules supplemented with small group activities, individual assignments, and a group project, students will navigate through a series of course experiences designed to replicate actual supervisory situations.

This mid level educational opportunity is designed to build on the foundation of baseline information received from the Basic Supervisory Practices program. Successful completion of this class will serve as a pre-requisite for admission into the EMS Executive Leadership Program.

The EMS System Management Program includes modules which address:

- Intro to Financial Management including Budgets.
- HR Law overview.
- Developing and Managing performance measures.
- Managing unit Deployment.
- QA/QI.
- Clinical Practices Management.
- Regulatory Issues.
- Ethics and Values.

Intended Audience

Successful completion of the Phase I training program is a prerequisite for attendance in this class. The course is designed to assist a jurisdiction in developing an effective mid-level management team capable of accepting and functioning in operational levels of EMS Administration.

Future Course Offerings

EMS Leadership: Executive Development:

Course Overview

This program, currently under development, is targeted to continue the leadership education process already underway from the previous two programs, but targeted at the “senior” management level. The focus of this training will be on strategic level management issues and will include:

- Financial Planning and Strategies
- Developing Organizational Culture
- Community Outreach
- Understanding the Political Environment
- Resource allocation and utilization
- Developing new traditions, “The Future”

Intended Audience

Successful completion of the Phase I and Phase II training programs is a prerequisite for attendance in this class. The course is designed to assist a jurisdiction to prepare mid-level management members to operate at the senior level of EMS Administration.

Jurisdictional Support and Coordination Requirements

In order to provide programs at the local level we ask the sponsoring jurisdiction's support with the following:

Personnel

- One primary point of contact (POC) with ability to provide phone, pager, fax, and e-mail for coordinating all course scheduling and administrative support.

Facilities and Equipment

- Class room should be accessible to staff at 0700 each day for set up
- Classroom seating for up to 30 participants with an additional "breakout room" (near the primary classroom) for use by program instructional staff, and use by students for group breakout sessions.
- A screen suitable for viewing at any angle by the entire class.
- A dry-erase marker board or chalk-board.

Student Information

This program is an intense course which includes homework assignments each day.

- All classes are scheduled Monday thru Friday 0730 to 1730
- Attire for class will be agency uniform or business casual. Tennis shoes/open toed footwear, shorts, and T-shirts are not considered appropriate attire.
- Students are encouraged to bring laptop computers to complete assignments or for note taking

ESTI Contributions

ESTI will provide the following:

- The instructional team.
- All instructional materials and handouts.
- Certificates of completion for all course participants.

ESTI and TEEX do *not* cover the costs of jurisdictional salaries or travel and per diem costs for course participants.

Continuing Education

This course is approved by the Texas Department of Health for CE which will be issued upon completion.

For additional information or to schedule, please contact:

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